

**Teacher Retirement System of Texas  
TRS-ActiveCare Program  
USIN Advanced Imaging Benefit Program  
FAQ**

The advanced imaging benefit through USIN was first made available to the ActiveCare members of TRS<sup>1</sup> on September 1, 2017. The following should help the eligible members address some of the common questions regarding the USIN benefit. For any other questions, please call USIN at 214-561-1721.

**Topic: What is the USIN Benefit?**

**1. Question:** What is USIN?

**Answer:** USIN is an advanced imaging benefit program available to members who need an advanced image (MRI / CT / PT scans). Through the USIN concierge desk, USIN works with members to schedule them into the USIN network of 2,300 facilities nationwide, with over 180 in Texas alone.

**Topic: Who is eligible for the USIN Benefit?**

**1. Question:** Is the USIN benefit available to enrollees in all TRS-Active Care plans administered by Aetna (ActiveCare 1-HD, ActiveCare Select and ActiveCare 2)?

**Answer:** Generally yes – the only TRS-ActiveCare enrollees who are not eligible for the USIN benefit are enrollees in the Aetna Whole Health plans (accountable care organization members)]. All other enrollees and their dependents in the ActiveCare 1-HD, ActiveCare Select and ActiveCare 2 plans are eligible to use the USIN benefit.

**2. Question:** If my doctor has scheduled me into a free-standing (non-hospital) facility for my advanced image, is the USIN benefit available to me?

**Answer:** No. The USIN benefit is available only if your advanced image has been originally scheduled into a hospital facility.

**3. Question:** Is the USIN benefit available to enrollees in the TRS-Care (retiree) plan?

**Answer:** Not currently. The USIN benefit is currently available only to TRS-ActiveCare enrollees. The USIN benefit is also not available to enrollees in the Aetna Whole Health plans (accountable care organization members).

**Topic: What types of images are covered?**

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<sup>1</sup> TRS-ActiveCare members participating in the Aetna Whole Health plan (accountable care organizations) are **not** eligible to participate in the USIN advanced imaging benefit.

1. **Question:** I'm not sure what types of images are "advanced images". What types of images are covered? Are x-rays covered?

**Answer:** Advanced images include MRI's, CT's and PET scans, and certain other similar types of advanced technology images. X-rays are **NOT** considered an advanced image. When your doctor calls for pre-authorization, if the type of image is covered USIN will check for available facilities and call the member to describe the member's options.

**Topic: How do I access the USIN advanced imaging benefit? How do I schedule an advanced image?**

1. **Question:** If my doctor asks me to get an advanced image, how do I determine if the USIN advanced imaging benefit can be used? Do I have to do anything?

**Answer:** If a member needs an advanced image, the member should simply wait for USIN to call (and return their call if USIN leaves a message!). Once the doctor's office has an image pre-authorized into a hospital facility, if a cost-saving USIN facility is available the USIN concierge desk will call the member directly. Typically, USIN will call the member within 24 hours of the advanced image pre-authorization.

Once USIN reaches the member, USIN will describe the options and help arrange the appointment. Simple as that!

**Helpful Hint!** The member can add USIN's concierge desk number (214-561-1721) to their contacts so they'll know when USIN is calling.

2. **Question:** What if I don't hear from USIN after my doctor has obtained pre-authorization for my advanced image in a hospital?

**Answer:** If there's an available facility, USIN will call you, typically within 24 hours of the advanced image pre-authorization. If you haven't heard from USIN within 48 hours of the pre-authorization, it is possible USIN does not have your current phone number. In that case, you may call the USIN concierge desk at 214-561-1721.

**Helpful Hint!** Make sure your member profile information (including current phone number) is up to date by logging into your [TRS-Aetna health benefits account](#)

**Helpful Hint!** Add "USIN" to your phone contacts with the phone number 214-561-1721 so you'll recognize USIN when they call you.

3. **Question:** Can I call a USIN imaging facility directly and schedule the appointment myself?

**Answer:** No. Under the USIN benefit program, the scheduling starts with your doctor's call to obtain pre-authorization of the image. Once an image is pre-authorized to a hospital facility, if a USIN facility is available, USIN will call the member. If the member does not hear from USIN within 48 hours of the pre-authorization of your hospital-based image, the member can call the USIN concierge desk at 214-561-1721.

Calling the imaging facility yourself may result in miscommunications and higher costs to the member. To participate in the USIN benefit, do not call the facility yourself, but rather speak with the USIN concierge team and they will help set everything up for you.

4. **Question:** I have reoccurring advanced images (for example, I get an MRI every 3 months). Do I need to schedule through USIN each time or can I just call the USIN facility I went to last time?

**Answer:** To ensure you receive your full benefit, even with reoccurring exams, USIN should be contacted NOT the facility. You can reach USIN directly at 214-561-1721.

**Topic: How to Locate USIN Facilities**

1. **Question:** Where can I locate a list of the USIN facilities?

**Answer:** You can either go on-line or call 214-561-1721.

I. To get the information on-line:

- 1) go to [www.USImagingNetwork.com](http://www.USImagingNetwork.com)
- 2) sign in with your member name and password (or if you're a first time user create a member name and password)
- 3) select "Find a Facility"
- 4) fill in your ZIP code, and
- 5) select "Search" to locate the nearby current USIN facilities,
- 6) **check the "Services offered" column** in the facility description on the website to confirm that the selected facility performs the type of image your doctor has requested.

- II. Call the 214-561-1721 Number: If you call, let them know you want to speak with a representative to locate a nearby USIN facility. Provide the representative with your ZIP code and they can inform you of the nearby USIN facilities.

2. **Question:** Can you send me a list of the USIN facilities?

**Answer:** No, each of the USIN facilities is certified annually on a rolling basis, so the list changes periodically. You'll need to either log in to [www.USImagingNetwork.com](http://www.USImagingNetwork.com) or call 214-561-1721 and ask to speak with a representative about available USIN facilities.